

# **Foothill Transit Governing Board**

## **MINUTES**

The Special meeting of the Foothill Transit Governing Board was held Thursday, July 16, 2009, at the Foothill Transit Board Room, 2<sup>nd</sup> Floor, 100 South Vincent Avenue, West Covina.

Chair De La Torre called the meeting to order at 7:50 a.m. The following members were present, constituting a quorum of the Governing Board:

Corey Calaycay  
Robert Rodriguez  
Paula Lantz  
Emmett Badar  
Tony Cartagena  
Keith Hanks  
Peggy Delach  
Doug Tessitor  
H. Manuel Ortiz  
Steve Herfert  
Roger Chandler  
Richard Barakat  
John Fasana  
Becky A. Shevlin  
Margaret McAustin  
Fernando Vizcarra  
Carol Herrera  
Emily Ishigaki  
Jeff Parriott  
Hector Delgado  
Michael De La Torre  
Patricia Wallach  
David Rodriguez

Staff and Guests present:

Doran Barnes, Executive Director  
Kevin McDonald, Deputy Executive Director  
David Reyno, Director of Government Relations  
LaShawn Gillespie, Director of Planning  
Richard Hasenohrl, Director of Finance  
George Karbowski, Director of Operations & Maintenance  
Linda Somilleda, Director of Marketing & Communications  
Martha Arana, Commission Services Staff  
Andrew Sevrin, Commission Services Staff

Pledge of Allegiance

Chair De La Torre led those present in the Pledge of Allegiance, and acknowledged Councilmember Margaret McAustin, City of Pasadena.

**APPROVAL OF MINUTES FOR THE GOVERNING BOARD MEETING OF MAY 6, 2009**

The minutes for the Governing Board meeting of May 6, 2009, were approved as submitted.

Motion: Member Tessitor, seconded by Member Barakat  
Vote: Unanimously carried

**PUBLIC COMMENT**

Member Cartagena commented that he recently boarded a Foothill Transit bus, and he approves of the TAP card system because it is more efficient and simple than the old ticket system. Using a TAP card instead of paper money is a great crime deterrent. On the other hand, the negatives that he experienced were that layovers did not adhere to schedules quickly enough.

Member Ortiz reported that while his bus experience was satisfactory, his operator impaired his schedule by taking a cell phone call that delayed service by seven minutes.

Ms. Mary Griffieth spoke on behalf of the disabled and non-English speaking riders urging that operators exercise more tolerance towards riders' physical or verbal restrictions.

**CLUSTER 3 TO ELECT EXECUTIVE BOARD ALTERNATE**

The Foothill Transit Governing Board recessed at 8:04 a.m. to allow Cluster 3 to elect an Executive Board alternate, and reconvened at 8:07 a.m.

Chair De La Torre announced the Executive Board Alternate Member selected to represent Cluster 3 is Councilmember Margaret McAustin of Pasadena.

**CANCELLATION OF LINE 189**

LaShawn Gillespie, Planning Director, reported that Line 189 travels between Claremont and Glendora on weekdays carrying 2.61 riders per vehicle service hour, well below the system-wide performance target of 19.7 passengers per vehicle service hour.

Subsequent to the Governing Board's direction at its May 6, 2009 meeting, a public outreach campaign was implemented. Notices were provided in Footnotes through advertising in various local newspapers, E-Notices were sent to customers, and a notice was placed on Foothill Transit's web site.

A public meeting was held in Pomona, a major transfer and transit point, and a public hearing was held in the City of Claremont. No customers or interested parties attended these meetings. Cancellation of Line 189 will result in a budget savings of \$231,000 in FY 2010 and a projected savings of \$239,000 in FY 2011.

The Governing Board approved cancellation of Foothill Transit Line 189.

Motion: Chair De La Torre, seconded by Vice Chair Chandler

Vote: Unanimously carried

### **PROGRAM UPDATES:**

#### **CUSTOMER SERVICE TRAINING INITIATIVE**

Kevin McDonald, Deputy Executive Director, reported that a key agency-wide initiative included in Foothill Transit's FY 2010 Business Plan is the rollout of a Foothill Transit-specific Customer Service Training program to all front-line staff. Over the past several months MV, First Transit and Veolia staff have worked with Peter Stark and Jane Flaherty of Peter Barron Stark and Associates to develop a customized program that focuses on the characteristics that set Foothill Transit apart from other transit providers. Pilot training has been completed with very positive feedback from all participants and rollout to the entire team is scheduled for August 2009.

In response to Member Barakat, Mr. McDonald reported that there are occasional covert audits performed on buses during operation. Member Cartagena commented that adding a consumer feedback online would be very helpful, and Member Yao seconded his sentiments, adding that providing feedback cards on the bus would be beneficial.

#### **INVITATION TO THE CITY OF PASADENA TO JOIN THE FOOTHILL TRANSIT JPA**

David Reyno, Director of Government Relations, reported that on October 2008, the Governing Board unanimously voted to request that all Foothill Transit JPA member organizations formally approve amending the Foothill Transit JPA Agreement to add the City of Pasadena as a JPA member. This required each member City and the County of Los Angeles to place this item on a meeting agenda and approve the new joint powers agreement to admit Pasadena as a member.

All member cities and the County have formally approved the addition of Pasadena and signed the required document. The City of Pasadena became an official member of the Foothill Transit JPA, and the new cluster arrangement became effective on July 6, 2009.

Many thanks were acknowledged to Darold Pieper, General Counsel, for legal guidance and direction; Christina Lopez, Administrative Services Manager, for assisting, collecting and tracking all documents; Members Barakat and Fasana for their tireless efforts in approaching Pasadena to join the JPA; and all City Executive Agency staff for their assistance in the project.

### **TRANSIT ACCESS PASS IMPLEMENTATION**

Richard Hasenohrl, Director of Finance, reported that the new smart-card fareboxes were installed over a 2 ½ week period beginning May 17, 2009 and was completed on schedule. Since that time focus has been on training operators and customers to assist with the implementation/transition. As expected, there were challenges during the first month, and those have since diminished. Additional training for our operators and customers is underway for the issuance of transfers.

TAP cards have been well-received, especially on the express lines with ridership usage at 18-43 percent. During the rollout process 100,000 free TAP cards were distributed to the public over five weeks on buses and through the mail. A handout card instructing riders how to use the TAP card is being prepared for riders and will be available on buses and at Transit Stores. Montebello bus lines have added TAP Cards, and Access Services will be adding them soon to their program.

Member Herrera commented that Diamond Bar riders experienced problems with TAP card readers because the purple sticker necessary to enable automated usage were not received. In response to Member Yao, Mr. Hasenohrl reported that credit card options require paying an expensive flat rate to clearing houses, and that fareboxes would also require reprogramming. Doran Barnes, Executive Director, added that since TAP is a regional program it would be impractical to have credit card involvement. Additionally, service fees would be too high and contractual compromises would have to be made in order to make it feasible. Member Tessitor requested a farebox demonstration to be agendaized for the next meeting.

### **ELECTRIC BUS PROJECT**

George Karbowski, Director of Operations & Maintenance, reported that on April 24, 2009, the Foothill Transit Executive Board approved a unique electric bus project utilizing in-route fast charging and renewable energy supplies with bus manufacturer Proterra of Golden, Colorado. The initial demonstration is funded with American Recovery and Reinvestment Act of 2009 (ARRA) proceeds. Foothill Transit is also a participant in a consortium TIGGER proposal as well as two separate California Energy Commission (CEC) and one South Coast Air Quality Management District (SCAQMD) grants to support the full implementation of the project's planned 12 buses and charging infrastructure.

The composite structure of the electric bus produced by Proterra is stylish, safe, non-corrosive and non-conductive. It uses a lithium ion battery that can be charged in less than ten minutes. It can be charged en route at layovers without operator intervention, so it can hold a 24/7 charge without returning to the shop. The new bus has been selected to run on Line 291 in Pomona. Southern California Edison supports the implementation of the electric buses.

In response to Member McAustin, Mr. Hasenohrl said the first bus delivery will be on February 24, 2010, and the last bus delivery by August 30, 2010.

Mr. Barnes reported that when Foothill Transit launches the rollout in early 2010 there will be a ribbon-cutting ceremony with Governor Schwarzenegger, Congressional and State delegates and international transportation officials invited to the event.

Following discussion, the Governing Board received and filed the Foothill Transit Program Updates.

Motion: Vice President Chandler, seconded by President De La Torre

Vote: Unanimously carried

### **ADJOURNMENT**

There being no further business, the Governing Board adjourned at 9:12 a.m.